

HotFax[®] MESSAGECENTER

Version 6.0

User's Guide





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HotFax MessageCenter User's Guide

If you have any comments or suggestions about the HotFax MessageCenter manual or online help, please send us e-mail at HFMCM@SmithMicro.com.

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Introducing HotFax MessageCenter

Congratulations on purchasing HotFax MessageCenter! HotFax MessageCenter is your complete communication center. It is one of the most versatile voice, fax and data communication products available.

WHAT IS HOTFAX MESSAGECENTER?

HotFax MessageCenter is an integrated voice, fax and data communication software program that lets you receive voice mail and exchange faxes and data files with remote modems, fax/modems, and fax machines quickly and easily. When combined with a voice modem, HotFax MessageCenter is a powerful communications center giving you the ability to receive voicemail, make speakerphone calls and to record and send *Voice E-mail* files over the Internet which can be played on any Windows machine!

HotFax MessageCenter is designed to eliminate the confusion and hardship typically associated with communication software products. In fact, you can perform most voice, fax and data transactions just by pointing and clicking your mouse.

Whether you send or receive faxes across town or attached to an email, use voicemail for your home or business, or exchange data files with a computer halfway around the world, HotFax MessageCenter lets you get the most out of your modem.

FEATURES OVERVIEW

HotFax MessageCenter provides three primary telecommunication functions that you can use to manage all of your personal message center needs:

- Fax
- Voice
- Data

HotFax MessageCenter also comes with other tools to help manage all of your HotFax MessageCenter activities. See the following table for details.

Fax Functions

Send Faxes

- ✓ Fax a Cover Page only
- ✓ Select and design Custom Cover Pages
- ✓ Broadcast faxes to multiple recipients
- ✓ Schedule Faxes
- ✓ Forward Faxes
- ✓ Merge Multiple Files into one Fax
- ✓ Send Attached Files
- ✓ Resend faxes
- ✓ Fax Recovery – Only resend the pages that failed
- ✓ Scanning Support

Send faxes as e-mail attachments via the Internet for Free!

Receive Faxes

Annotate Faxes by adding graphics and text

ScanSoft OmniPage Pro® OCR Support

Voice Functions

Create and Send, Voice E-mail Messages

Automatically Forward voice and fax messages to e-mail

Voice Mail Support (supports over 90,000 mailboxes)

Speakerphone* Support

Management Functions

Customize outgoing messages and resulting actions according to Caller ID

Mailbox/Log Manager for organizing fax and voice mail messages

Multi-purpose Phone book including integration with Goldmine® and ACT!®*

Data Functions

Host Mode

Data Terminal with customizable script support



Voice functions require a voice-capable modem. Also, not all voice modems support speakerphone.



Hotfax MessageCenter 6.0 currently supports ACT!® up to version 6.0.

WHAT'S NEW IN HOTFAX MESSAGECENTER?

Our goal at Smith Micro is to help you increase productivity and efficiency. HotFax MessageCenter now provides you with more new features in addition to enhancements to existing features. These features can help you save time and money!

Improved Fax Capabilities

- **Fax 'recovery' feature:** If there is an error when sending multiple page faxes, HotFax MessageCenter will automatically resend only those pages that did not get transmitted during the prior attempt.
- **OmniPage® Pro Support:** Added support for OmniPage® Pro OCR.
- **Cover page restore:** You can quickly restore individual cover pages to their original state.
- **Forward Faxes to E-Mail Addresses:** You can now customize the email notifications for forwarded faxes. This includes editing of the email subject and message body. You can also specify whether or not to attach the fax to the E-Mail message.

Voice Feature Enhancements

- **Support for Additional Voice Modems:**
 - MultiTech MultiModem MT5634ZBAV (external serial) V.90 & V.92
 - Create Modem Blaster V.92
 - Hayes Accura voice modem
- **Enhanced Caller ID feature:** You can specify an out-going message to be played based on the Caller ID information for an incoming call.
- **Enhanced Caller ID feature:** You can create Caller ID actions for 'private' (a.k.a. blocked), and 'out of area' calls.
- **Forward Voice Messages to E-Mail Addresses:** You can now customize the email notifications for forwarded voice messages. This includes editing of the email subject and message body. You can also specify whether or not to attach the voice message to the E-Mail message.
- **Voice E-Mail and Forwarded voice to E-Mail:** Voice messages are now delivered as a WAV file attachments.

Phonebook Addition

- 'CSV' files can now be imported into the SMSI phonebook.
- ACT!® or Goldmine® applications can now be selected as the 'default' HotFax MessageCenter phonebook.

User Interface

- New 'Notepad' view.
- New Mail/Log button in 'large' phone view.
- New Menu button location.
- New 'Scan to Fax' button in fax view.
- New status message when sending fax to email address.
- New 'Scan to Fax' menu item.

General

- Added support for E-Mail servers that require authentication (when forwarding fax and voice messages to E-Mail addresses).
- Modem setup dialog will now list all available COM ports, not just 1-4.
- HotFax MessageCenter can automatically detect when new updates are available for download (requires Internet connection).

Installing HotFax MessageCenter

HotFax MessageCenter operates in the Microsoft Windows environment and conforms to standard Microsoft Windows conventions. If you are already familiar with Windows, then HotFax MessageCenter's look and feel will be familiar to you. If you are not, you will find HotFax MessageCenter fun and easy to learn.

Review the system requirements below then proceed to the installation instructions.

SYSTEM REQUIREMENTS

To complete your HotFax MessageCenter installation, make sure you have the following **minimum** system requirements:

- Pentium 90 or better
- 32 Mb RAM
- Microsoft Windows 98, Me, 2000 or XP
- Hard disk with at least 40 MB of free disk space
- Class 1, Class 2, or Class 2.0 standard modem for faxing
- Voice capable modem required for voice features
- Speakerphone-compatible modem required for speakerphone features

MODEM COMPATIBILITY NOTES

To ensure compatibility, HotFax MessageCenter's fax mode works with Class 1, Class 2, and Class 2.0 compatible send-receive fax/modems. Faxes can be sent and received at speeds up to 14,400 bps so long as your modem and the remote device support this speed.

INSTALLATION INSTRUCTIONS

HotFax MessageCenter comes on a single CD.

To install HotFax MessageCenter:

1. Close all open programs except Windows.

2. Insert the HotFax MessageCenter CD-ROM into your CD drive.
3. If set up does not automatically start, click the **Start** button on the taskbar and choose **Run**. Type **D:\Start** (where D is the letter of your CD-ROM drive). Click **OK** to begin the installation program.
4. Follow the screen prompts to install HotFax MessageCenter.
5. When the Installation Complete dialog displays, at least two of the following buttons displays:
 - **Restart Windows:** Click to reboot your PC. This is required if you have changed any system settings while installing HotFax MessageCenter.
 - **Run Program:** Click to run the HotFax MessageCenter program now.
 - **Return to Windows:** (always displays) Click to return to Windows and not run HotFax MessageCenter now.



The first time you run HotFax MessageCenter, the Setup Wizard displays automatically. See *Starting HotFax MessageCenter for the First Time* for your next step.

INSTALLATION OPTIONS

Once you have inserted the HotFax MessageCenter installation CD, a startup splash screen displays. This screen lets you determine which programs you want to install. You may install the following programs in any order. However, you must install them one at a time:

- **HotFax MessageCenter**
Your HotFax MessageCenter command console.
- **Electronic Documentation**
Opens the Docs folder where you can find the User's Guide in PDF file format. If you do not have Adobe Acrobat reader installed on your system, you will have to install it before viewing this guide. A copy of Adobe Acrobat Reader has been included in the Docs folder for your convenience.



Before you begin using HotFax MessageCenter, view the *Read Me!* file to read any last minute information.

STARTING HOTFAX MESSAGECENTER FOR THE FIRST TIME

The first time you start HotFax MessageCenter, the Setup Wizard displays automatically. This wizard walks you through initial configuration options like your name and address, modem type, HotFax MessageCenter registration, etc. You may change any of these setup options later from the command console.



START HOTFAX MESSAGECENTER FROM YOUR DESKTOP

To start HotFax MessageCenter from the desktop:

- Double-click the HotFax MessageCenter icon on your Windows desktop.

START HOTFAX MESSAGECENTER FROM THE WINDOWS PROGRAMS MENU

1. Click the **Start** button on the Windows taskbar.
2. Click the **Programs** option.
3. Click the program group labeled **HotFax MessageCenter**, followed by the **HotFax MessageCenter** program option. See *Using the Setup Wizard* next for details.

USING THE SETUP WIZARD

The Setup Wizard consists of a series of dialog boxes to help customize HotFax MessageCenter to your needs. Review the following dialog descriptions for details. Click the [**Help**] button on any dialog box in the wizard to obtain instructions for that dialog.

Start HotFax MessageCenter (for the first time after installation). The Congratulations dialog displays.

- **Congratulations:** Displays the Wizard introduction page.
- **License Agreement:** Displays the HotFax MessageCenter license agreement.
- **Personal Information:** Requests entry of your personal information for system set up. You can always change it later as needed by opening the HotFax MessageCenter menu and choosing Setup, Preferences, User Tab.
- **Modem Setup:** HotFax MessageCenter displays a list of installed modems on the computer. If your modem does not appear on the list of modems, click the **Add** button to add it.

If installing a new modem, you may need your modem manufacturer's modem drivers to properly install it. After selecting your modem, the modem detection dialog displays. Next, HotFax MessageCenter automatically determines your modem's capabilities, such as whether it supports voice or fax, or both.

- **Voice Modem Setup:** (optional dialog) If a voice-modem is detected, HotFax MessageCenter displays the Voice Modem Setup option. Choose the number of mailboxes and the default voice type. On the next dialog you can choose your record from and play to options in addition to message quality, speaker volume, and other functions associated only with a voice modem. You can also test the microphone and playback levels.
- **User Interface:** Choose the type of user interface you would like to work with when using HotFax MessageCenter:
 - Large graphic (telephone)
 - Small graphic
 - Classic Windows graphic

You can change this at any time. See *Selecting Your Command Console Type* for details.

This dialog also lets you determine whether you want to run HotFax Tray at Windows startup. See *Using the Tray program* in the *Starting HotFax MessageCenter* section for details.

You can also enable sending faxes to an e-mail address. You must provide an SMTP server name to be able to send faxes to an e-mail address. You may also need to provide login information if your SMTP server requires authentication. You can get this information from your Internet Service Provider (ISP) or LAN administrator. Press the **Setup** button to configure your e-mail/Internet access.

- **Thank You:** Encourages you to **register** your copy of HotFax MessageCenter. The registration dialog will appear later.

Note: If you do not wish to register now, you may register later by Opening the **Help** menu from the command console and selecting the **Register** option.

SELECTING YOUR COMMAND CONSOLE TYPE

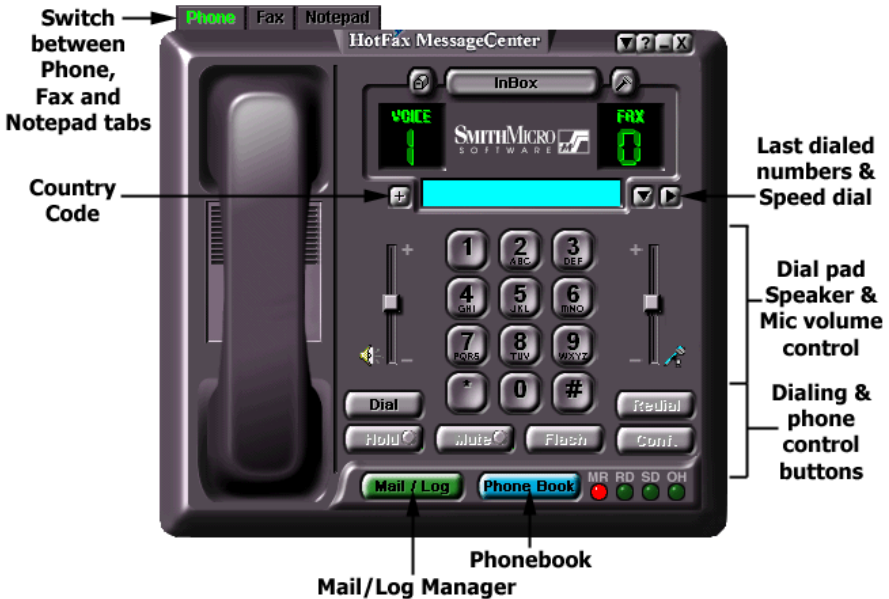
HotFax MessageCenter lets you choose which command console you want to work with from three different graphical user interfaces (GUIs). All three offer the exact same features. You decide which one you like working with the best.

Once you finish the HotFax MessageCenter Setup Wizard, you can change your selection at any time by opening the **View** menu on the command console, then selecting a different command console GUI.

Below is a brief review of each command console type.

Large (telephone) command console: Phone View

The large command console Phone view provides quick access to speed dial, speakerphone and call status functions.

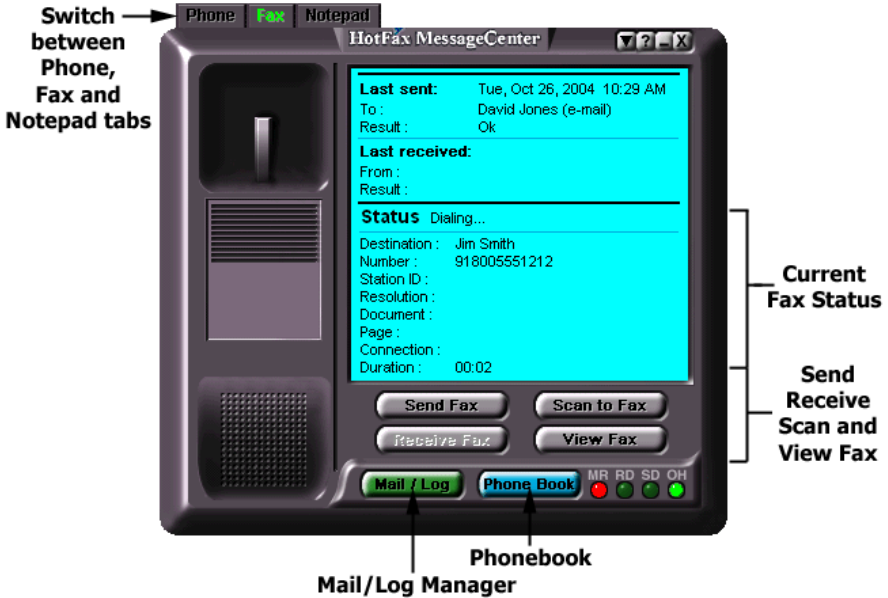


Voice, speakerphone and volume controls are only displayed when supported by your modem. This is true for all three command console types.

Large (telephone) command console: Fax View

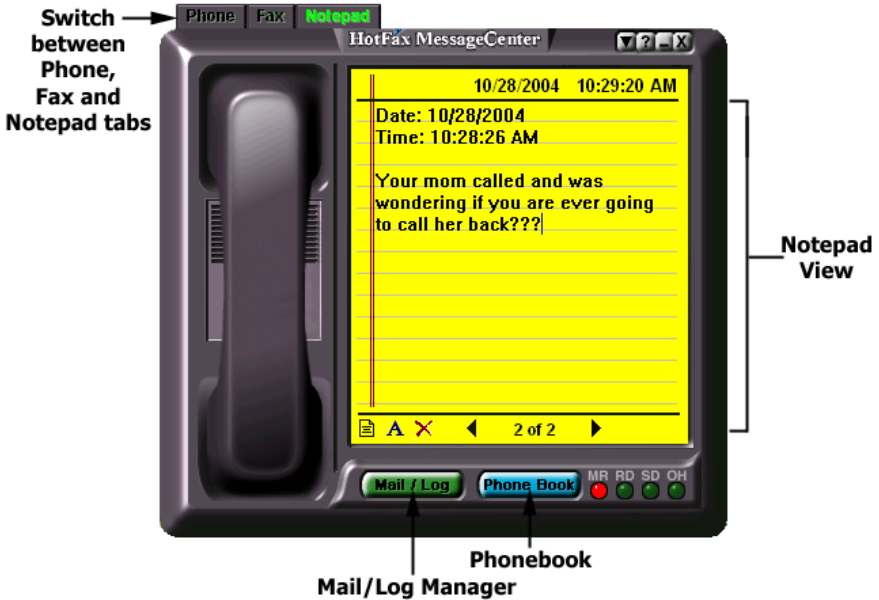
The large command console provides three tabs for switching between phone, fax and notepad functions. Just click the tab to switch between each view.

When the Fax tab is selected, your prior and current fax status is displayed along with other convenient fax options.



Large (telephone) command console: Notepad View – NEW for 6.0!

When the Notepad tab is selected, you're given a convenient option to jot down some quick notes from a speakerphone or other phone conversation. Can also be used to enter a reminder to view or listen to existing or archived fax or voice messages.



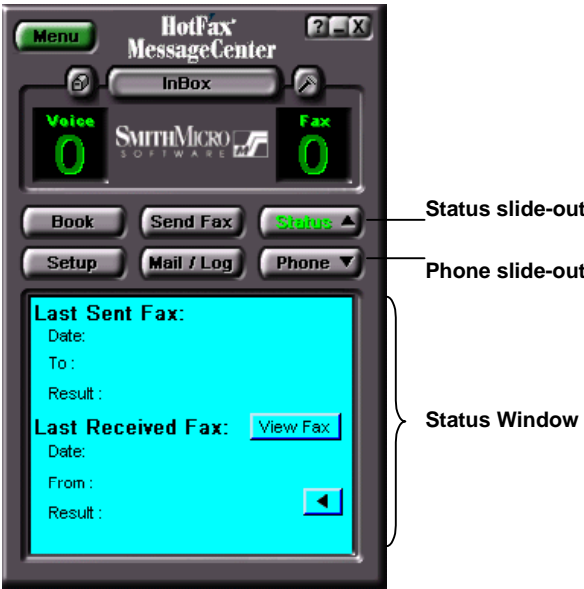
Small command console: Default View

The small graphic takes up less space on your desktop, and unlike the large (telephone) graphic, it has three views: default, phone and fax.



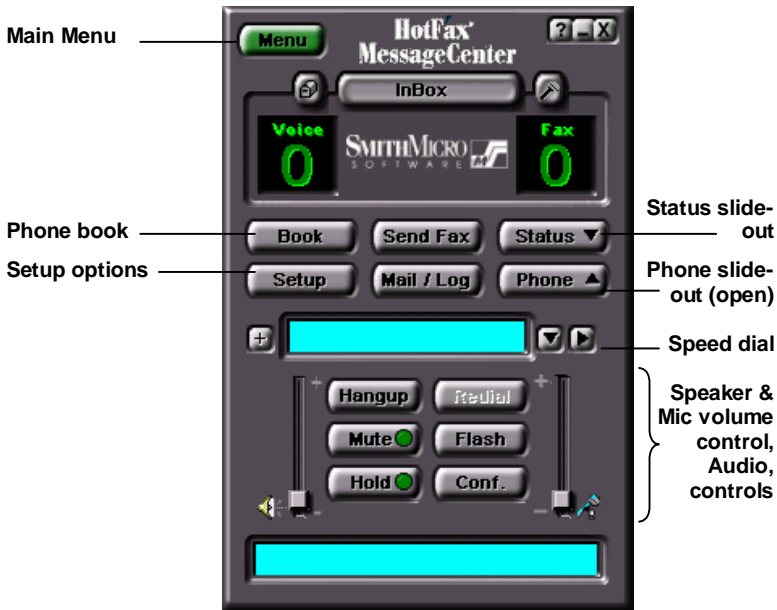
Small command console: Fax View

The Fax view provides current fax information. Just click the **Status** button to display/hide Fax status information.



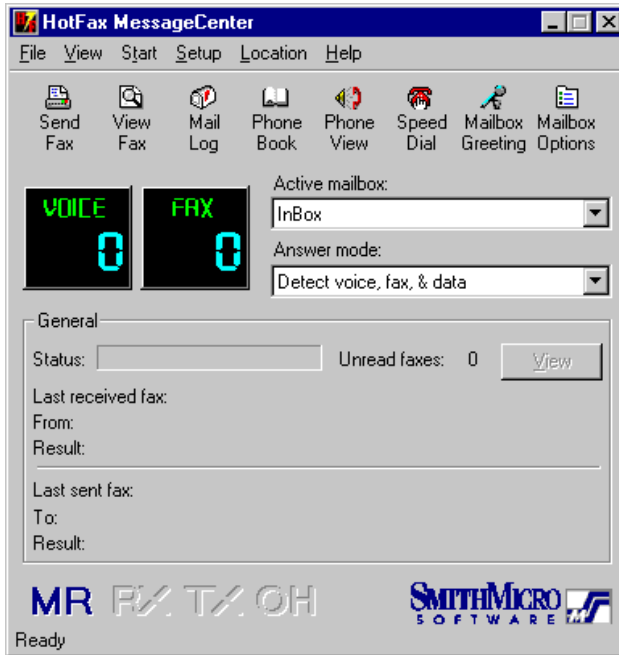
Small command console: Phone View

The Phone view provides quick access to speed dial, speakerphone and call status functions. Just click the **Status** button to display/hide Phone options.



Classic Windows command console: Fax View

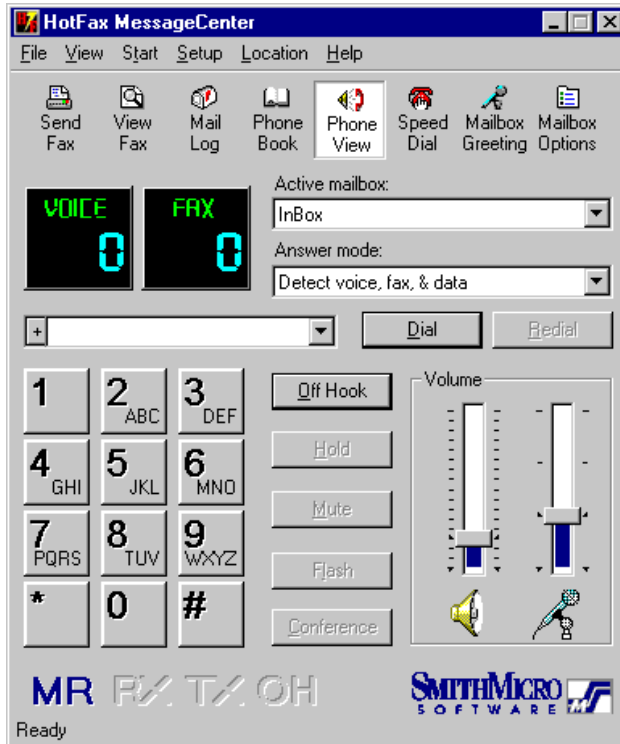
The Classic command console Fax view provides quick access to all HotFax MessageCenter fax features using a standard Windows interface:



Note that instead of the main menu and other buttons, you have a standard Windows-type menu bar and toolbar.

Classic Windows command console: Phone View

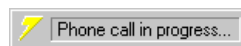
The Classic command console Phone view provides quick access to all HotFax MessageCenter voice and speakerphone features using a standard Windows interface:



OBSERVING THE POPUP STATUS MESSAGE

If you have the HotFax Tray program running, when a call is in progress or a fax is being sent/received, a status message pops up above the Windows System Tray to tell you this.

This message provides the current status of the call as shown in the following example.



Starting HotFax MessageCenter

HotFax MessageCenter can be started from the Windows System Tray menu or from the Windows Programs menu.

To start HotFax MessageCenter from the Programs menu:

1. Click the **Start** button on the Windows taskbar.
2. Click the **Programs** option.
3. Click the program group labeled **HotFax MessageCenter**, followed by the **HotFax MessageCenter** program option.

USING THE COMMAND CONSOLE

When you start HotFax MessageCenter, one of three different command consoles will display based on your selection during startup:

- Large (telephone) graphic
- Small graphic
- Classic Windows graphic


All HotFax MessageCenter command consoles let you select activities by choosing menu options, clicking toolbar buttons or clicking command console buttons. Each offers generally the same functionality, and you may switch from one type to the other at any time by opening the **View** menu, then clicking a different command console type from the list.

NEED HELP?

To access help at any time, either:


- Open the **Help** menu
- Press the **[F1]** key
- Move the mouse pointer over a toolbar button to see the button's Tool tip help text

Help is also available in dialog boxes by clicking on the **Help** button.

To exit HotFax MessageCenter, click the **Close** box () or choose **Exit** from the **File** menu.

USING THE TRAY PROGRAM

The tray program provides instant access to HotFax MessageCenter and its most popular components. Plus, when the Tray program is running, you can receive faxes and voice mails any time without having to launch the HotFax MessageCenter command console.

To view the Tray menu: Click the  icon in your Windows system tray to view the Tray program menu. The Tray menu gives you quick access to the following HotFax MessageCenter options:

<u>Menu Options</u>	<u>Details</u>
Open	Lists the following programs you can launch: <ul style="list-style-type: none"> • MessageCenter (command console) • Mail/Log • Phone Book • Terminal • Fax Viewer
Send Fax...	Opens the Send Fax dialog box.
Play New Messages...	Plays newly received voice messages.
View New Faxes...	Opens newly received faxes.
Display Status	Displays a status message pop-up above the Tray icon to let you know a call's status (incoming, etc.).
Preferences	Launches the Preferences dialog for setting how you want to answer incoming calls, dial out, change your user information, and set miscellaneous options.
Clipboard Dial	Copy a phone number from any Windows program, then select it from the HotFax Tray menu to dial it.
Answer now as	Indicates how you want to answer an incoming call: Fax, data, voice, speakerphone, etc.
Manual Fax Receive	Manually receive a fax now. This option appears only when an incoming call is received.
Hangup	Disconnects your modem call.
Default Printer	(Windows 98, ME) Lets you switch your default printer.

Menu Options

Location

Details

Adds a new location or change your current Location Setup.

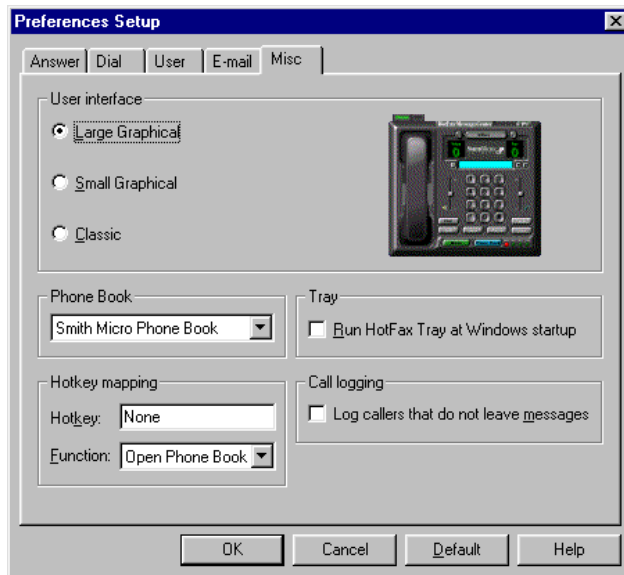
Exit

Closes the HotFax MessageCenter Tray program.

LOADING THE TRAY PROGRAM AUTOMATICALLY

To load the tray program automatically each time you reboot your PC:

1. Open the HotFax MessageCenter command console.
2. Open the **Setup** menu and choose the **Preferences** option. Click the **Misc** tab.



3. If not already checked, check the **Run HotFax Tray at Windows startup** checkbox.
4. Click **OK**.



You can also change which command console you use from this option. See online help for an explanation of configuring all of your HotFax MessageCenter Preferences.

Sending Faxes

HotFax MessageCenter provides you with a variety of ways to send faxes:

- **Printer Driver** — to send a fax from any Windows application by printing the document to the HotFax MessageCenter printer driver.
- **HotFax MessageCenter Command Console** — to fax directly from HotFax MessageCenter.
- **HotFax MessageCenter Tray Menu** — to send a fax without opening the HotFax MessageCenter command console.
- **Phonebook** — to send a fax to someone in your HotFax MessageCenter phone book.
- **E-mail Faxing** — to send faxes as e-mail attachments.
- **Scan to Fax** — to send a fax directly from a scanned image.

All of these options lead you to the *Send Fax* dialog box, described in detail at the end of this section.

USING THE HOTFAX MESSAGECENTER PRINTER DRIVER

Frequently, the most convenient way to send a fax is directly from one of your Windows programs.

This process is simple. When HotFax MessageCenter is installed, it installs a printer driver called **HotFax MessageCenter**. When you print to this printer driver, your document is converted into a faxable format, the fax/modem picks up the phone line, dials and sends out the fax.

SEND A FAX FROM A WINDOWS APPLICATION

You can send faxes from within any Windows application using the HotFax MessageCenter printer driver.

To send a fax from a Windows application:

1. Start the application you are going to fax from.
2. Open or create the file you want to fax.
3. Select **Print** from your application's **File** menu.

Note: In some applications you will need to select the **Print Setup** option. Use the option that accesses your Printer list.

4. Select the **HotFax MessageCenter** printer driver from the Printer list.
5. Click the **OK** or **Print** button (this varies by application). The Send Fax dialog box displays.
6. Insert the requested information then click the **Send Fax** button. See *Using the Send Fax Dialog Box* for further information.


USING THE HOTFAX MESSAGECENTER COMMAND CONSOLE

To send a fax using the HotFax MessageCenter command console:

1. Launch the HotFax MessageCenter program (either from the Windows Tray icon or the desktop icon).
Note: If using the large graphical interface, make sure to click the **Fax** tab to switch to the Fax View.
2. Click the **Send Fax** button. The Send Fax dialog box displays.
3. Insert the requested information then click the **Send Fax** button. See *Using the Send Fax Dialog Box* for further information.

USING THE HOTFAX MESSAGECENTER TRAY MENU

To send a fax from the HotFax Tray menu without opening the HotFax MessageCenter command console:

1. Click the  icon in your Windows system tray to view the Tray program menu.
2. Click the Send Fax option to display the Send Fax dialog box.
3. Insert the requested information then click the **Send Fax** button. See *Using the Send Fax Dialog Box* for further information.

USING THE HOTFAX MESSAGECENTER PHONE BOOK

There are several ways to access the HotFax MessageCenter phone book:

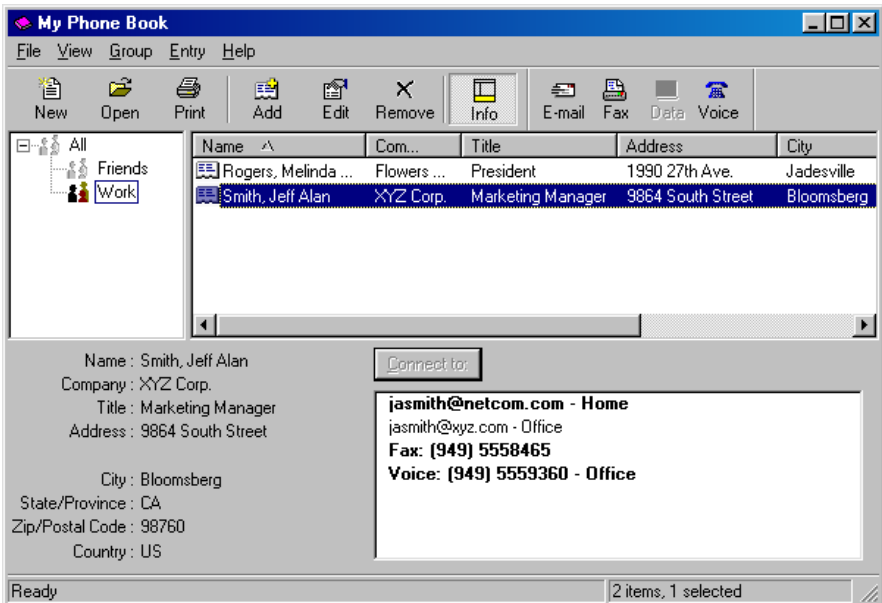
- From the HotFax Tray menu (use the **Open** menu option)
- From the HotFax MessageCenter Command Console (use either the **Phone Book** button or open the **Start** menu and click **Phone Book**)
- From the Send Fax dialog box (use the **To** button)

See online help for detailed phone book instructions.

SEND A FAX FROM THE HOTFAX MESSAGECENTER PHONE BOOK

The following instructions are designed to show you how to send a fax to someone directly from your HotFax MessageCenter phone book.

1. Access the HotFax MessageCenter phone book using one of the methods described earlier. The Phone book window displays:



2. Right-click on any contact's name to display a shortcut menu.

3. Click the **Connect** option, then click **Fax** from the list of possible connections. The Send Fax dialog box displays with your contact's name and phone number already inserted.
4. Insert/select any additional options, then click the **Send Fax** button. See *Using the Send Fax Dialog Box* for further information.

USING E-MAIL

To send a fax as an e-mail attachment:

1. Launch the HotFax MessageCenter program. Click the Fax tab.
2. Click the **Send Fax** option. The Send Fax dialog box displays.
3. Type the person's e-mail address in the **Number/E-mail** field. The fax will be sent as a .TIF graphic attachment, readable by most graphics programs. See *Using the Send Fax Dialog Box* for further information.



If Internet e-mail access has not been set up either during installation or later in your E-mail Preferences, a dialog displays asking you to set it up now. You may also need to provide login information if your SMTP server requires authentication. You can get this information from your Internet Service Provider (ISP) or LAN administrator.

USING SCAN TO FAX

To send a fax from a scanned image:

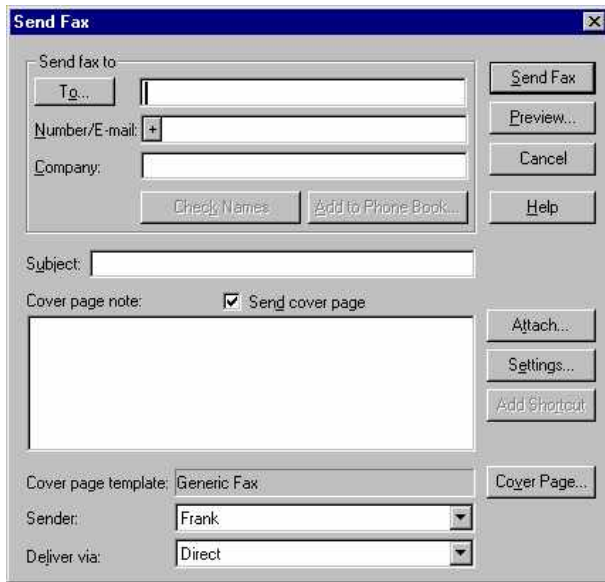
1. Launch the HotFax MessageCenter program. Click the Fax tab.
2. Click the **Scan to Fax** option. This will launch your scanning software's program to initiate the scan.
3. Once scanned, the Send Fax dialog will appear. See *Using the Send Fax Dialog Box* for further information.



If HotFax MessageCenter does not launch your scanning software, you will need to set this up. To do so, click the Send Fax button, followed by the Attach button. Click the Source button and select your TWAIN compliant scanner. Note the ability to also click Scan from this dialog in order to Scan to Fax.

USING THE SEND FAX DIALOG BOX

The Send Fax dialog box is your key to sending faxes. From this dialog box you can access fax settings, attach documents to faxes, specify recipients and select the cover page you wish to send.



For the most basic functions, all you need to do to send a fax is:

1. Insert the recipient's name in the **To** field.
2. Insert the recipient's fax number in the **Fax Number** field.
3. Click the **Send Fax** button to send the fax.

However, HotFax MessageCenter provides many powerful options for sending faxes.

Review the following Send Fax dialog box options:

Send Fax To Information Section

The Send Fax To section is where you enter information about the recipient of the fax. This section contains various buttons and fields including:

- **To button** — Click to access and select a person from your HotFax MessageCenter phone book.

- **To field** — Insert the name (or names) of the recipients for your fax. Click **Check Names** after entering names in this field. If the entry is already in the phone book, the entry's fax number is automatically extracted. If a partial name is entered, the full name automatically replaces the partial name when there is only one match for the string; otherwise, you are asked to select from a list of matching names.
- **+ (country code)** — Click to select the recipient's country (if different from your current location).
- **Number/E-mail** — Insert either the recipient's fax number or e-mail address in this field.
- **Company** — Insert the name of the recipient's company.
- **Check Names** — Click to verify recipient names before you send a fax. HotFax MessageCenter checks each name against entries in the phone book. If there are multiple matches for the same name or a matching name is not found, a Check Names dialog box is displayed. You can select the desired recipient from that dialog box or insert a new entry.
- **Add to Phone Book** — Click to add the contents of the To and Fax Number fields as a new entry in your HotFax MessageCenter phone book.

Send Fax Information Section

This section consists of four buttons:

- **Send Fax** — Click to send your fax now.
- **Preview** — Click to preview your fax and its attachments before sending.
- **Cancel** — Click to cancel your send fax request.
- **Help** — Click to access online help.

Fax Information Section

The Fax Information section lets you insert information about the contents of the fax including:

- **Subject** — (optional) Insert a subject for the fax.
- **Cover Page Note** — (optional) Insert a note to display on the cover page. If you do not wish to send a cover page, remove the check from the Send Cover Page Note check box.

- **Send cover page** — (optional) Deselect this checkbox to send your fax without a cover page.
- **Cover Page Template** — Displays the currently selected cover page template. Click the **Cover Page** button to access a list of all available cover pages, and select/modify the desired cover page template.
- **Attach** — Click to select additional files to attach to this fax (e.g., documents, scan pages, etc). Attached files are converted to fax pages as they are sent.

From the Attach dialog, you can also schedule when to send your fax and change any other of your Fax Setup options.

- **Settings** — Choose the resolution, scheduling options and delivery options for your fax.



When sending faxes with attachments, keep in mind the size of the attachment. The larger the size of the attachment, the longer it will take to send the fax.

Delivery Information Section

- **Sender** — If multiple senders have been added, choose who will be sending this fax. See *User Preferences Setup* in online help for details.
- **Deliver Via** — Choose the method you want to use to send the fax. The following options are available:
 - **Direct**: Specifies that faxes are to be sent in the normal manner.
 - **Manual**: Tells HotFax MessageCenter to perform a manual fax send. Dial the fax machine from your telephone, and press Send Fax when you wish to begin the fax transmission.
- **Add Shortcut** — Click to create a desktop shortcut icon for this fax. Adding desktop shortcuts saves time when you are sending faxes repeatedly to the same location.

The shortcut can contain attachments, groups and any other send fax settings. Files can then be dropped on the shortcut to fax them without having to re-enter your Send Fax information.

Receiving Faxes

HotFax MessageCenter lets you receive faxes via two methods:

- Automatically, or
- Manually

USING AUTOMATIC FAX RECEPTION

HotFax MessageCenter automatically detects and begins receiving faxes unless:

- The Tray program is NOT running, or
- You have not changed your Answer mode options in the Preferences dialog box (e.g., the Ignore Ring or Receive Data Only options are selected), or
- You have changed your Answer mode options in the Preferences dialog box to either Ignore Ring or Receive Data Only.

To receive faxes automatically HotFax MessageCenter must be running either in the background via the HotFax Tray program or in the foreground via the HotFax MessageCenter command console. Note that when HotFax MessageCenter is set to automatically receive faxes, it will answer "all" incoming calls through the modem; not just those calls that happen to be faxes.

If the Tray program is running, a pop-up status message displays above the Windows System Tray when an incoming fax is detected. See *Viewing and Printing Faxes* for further details.



You can customize fax options via the Answer Preferences and the Fax Setup Options Receive dialog boxes. See online help for details.


USING MANUAL FAX RECEPTION

To receive faxes manually, you may wish to do one or either of the following in preparation:

- Arrange with the remote fax caller to have the fax sent at a particular time.

- Run the HotFax Tray program at System Startup (so that it displays in your Windows System Tray each time you turn on your PC). Also, set your Answer mode options in the Preferences dialog box to Ignore Ring, so that you can manually answer the incoming call.

To receive faxes manually:


1. When an incoming call is detected, a status message displays above the HotFax Tray icon in your Windows System tray to tell you this.
2. Click the tray icon () in your Windows System Tray to open the HotFax MessageCenter program.
3. Choose **Manual Fax Receive**. HotFax MessageCenter begins receiving the incoming fax. See *Viewing and Printing Faxes* for further details.

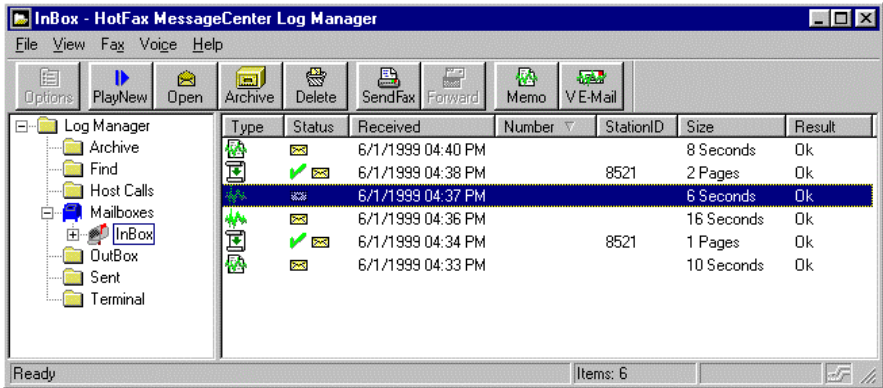
Viewing and Printing Faxes


HotFax MessageCenter lets you view and/or print your faxes at any time. Both faxes and data files are stored and sorted in your HotFax MessageCenter Mail/Log Manager.

VIEW AND/OR PRINT FAXES

To view a fax using the Mail Log Manager:

1. Click  in your System Tray to view the HotFax Tray menu.
2. Click the **Open** option followed by the **Mail/Log** option. The HotFax MessageCenter Log Manager displays:



3. In the left-hand list of folders, click **Mailboxes** followed by **Inbox**.
4. In the right-hand list of received faxes, double-click the fax you want to view. The fax displays in the Fax Viewer.
5. When you see your fax in the Fax Viewer window, click  on the Fax Viewer toolbar to print it.



The Log Manager lets you forward and sort faxes and much, much more. See *Using the Log Manager* in online help for further details.

The Fax Viewer lets you size, scale, output to OCR, etc. See *Using the Fax Viewer* in online help for further details

Voice Setup Basics

If your modem hardware supports voice functionality, HotFax MessageCenter provides a myriad of powerful voice features in addition to the fax features already discussed! For purposes of this document, we selected the following as most used:

- Using Speed Dial
- Recording Your Personal Greeting
- Using the Speakerphone
- Playing Received Messages

See online help for additional voice mail features.

USING SPEED DIAL

HotFax MessageCenter allows you to speed dial to voice numbers with the click of a button. However, accessing the speed dial option varies slightly depending on the command console graphic you have selected.

To add numbers to your speed dial list:

1. From the HotFax MessageCenter command console, open the **Setup** menu and choose the **Phone** option.
2. Insert the person's name and telephone information as requested. Remember to insert the area code and, when applicable, the country code.

To select speed dial numbers from your speed dial list:

- **Using the Large (telephone) command console:** Click the **Phone** tab. Click the Speed dial slide-out button, then choose a person's name from the list.
- **Using the Small command console:** Click the **Phone** button. Click the Speed dial slide-out button, then choose a person's name from the list.
- **Using the Classic Windows command console:** Click the **Speed Dial** button on the toolbar. Choose a name from the Speed Dial list box.



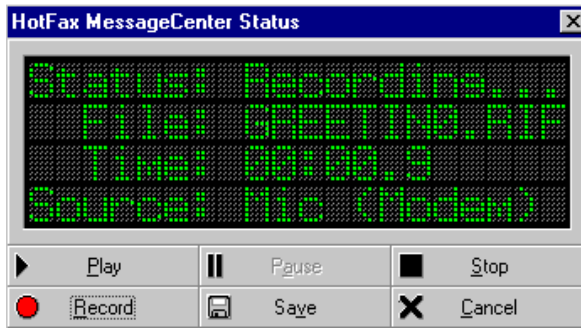
Both non-voice and voice modems can use the Speed-dial feature to place calls.

RECORDING YOUR PERSONAL GREETING

When you install HotFax MessageCenter, a set of canned greetings are provided. However, you may want to personalize your greeting. In fact, with HotFax MessageCenter, you can record multiple greetings, then switch between them as needed.

To record your personal greeting:

1. Open the HotFax MessageCenter command console.
2. Open the **Setup** menu and choose the **Mailbox Greeting** option. The voice recording and playing options window displays:



3. Click **Record** to begin recording your greeting.
4. Click **Stop** when done recording.
5. Click **Play** to listen to your recording. (Repeat steps 3 through 5 as needed until you are satisfied with your recording.)
6. Click **Save** to save your greeting.



To record multiple greetings, open your Mailbox Setup options and choose the Messages tab. See online help for details.

USING THE SPEAKERPHONE

HotFax MessageCenter provides the ability to use your modem as a speakerphone. The speakerphone lets you conduct all calls using a microphone as the input device and speakers as the output device. These features are available from the default speakerphone view.



Tip: In order to use the Speakerphone, connect your microphone and speakers to your modem's Mic and Speaker jacks. If connected to your sound card only, speakerphone will not function.

To use the Speakerphone:

1. From the HotFax MessageCenter command console, select the **Phone** view option.
2. Insert the telephone number to be dialed using any of the following methods: type it in, select from speed dial list, select from most recently dialed numbers list, or select from Phone book.
3. Click the **Dial** button. When your party answers:
 - Use your microphone to speak during a call.
 - Use the audio control options to adjust speaker and microphone volumes as necessary.
4. If your party does not answer, try again later.



Not all voice modems support speakerphone functions. Check your modem's user guide to see if yours does.

PLAYING RECEIVED MESSAGES

To play voice mail messages:

- Click the **Voice** button on the message counter to play newly received messages for the currently selected mailbox
- Or, open the HotFax MessageCenter Mailbox Manager and click **Play New**, or select **Play New Messages** from the Voice menu.
- Or, you can play the new messages from the Tray Program by selecting the **Play New Messages...** option.
- Or, as shown in the following picture, if you open the Active mailbox list box, you can play all voice messages from those mailboxes that are not password protected.



Sending and Receiving Data Files

HotFax MessageCenter provides data communication features allowing you to connect to and interact with remote sites more quickly and easily. The following data communication features are provided:

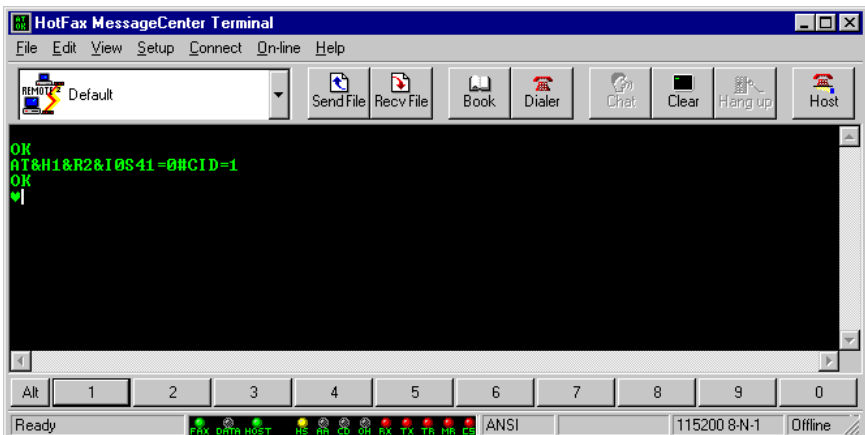
- Accessing Terminal
- Automating connections
- Dialing an online service
- Using scripts
- Chatting with a remote modem operator
- Working with screen data
- Initializing your modem

Instructions for sending and receiving data files are included in this section. See online help for information on setting up the HotFax MessageCenter terminal, port and modem characteristics.

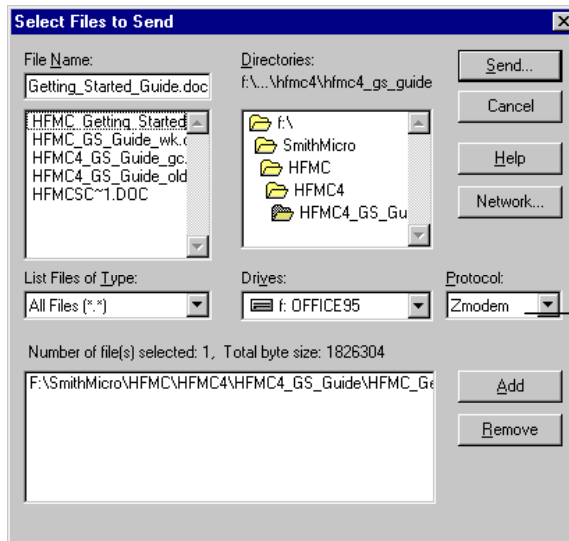
SENDING DATA

To send data files:

1. From the Command Console, open the **Start** menu and choose the **Terminal** option. The HotFax MessageCenter Terminal window displays.



2. Either dial or answer a data call:
 - **Dial:** To dial a number previously entered in the phone book, click the **Book** button, then choose the number. Otherwise, choose **Keypad Dial** in the Connect menu, use your mouse or keyboard to enter the data number, then click **OK**.
 - **Answer:** By default, HotFax MessageCenter is set up to detect and answer incoming calls. If HotFax MessageCenter does not answer when the phone rings, choose **Answer** in the Connect menu to pickup an incoming call.
3. When HotFax MessageCenter makes a data connection, click **Send File** then select the file(s) you wish to send using the Select Files to Send dialog box. (You can also drag-and-drop items from your desktop onto the HotFax MessageCenter Terminal to initiate a data transmission.)

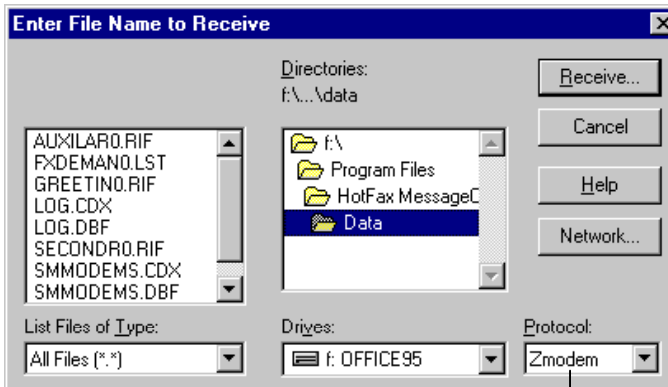


4. Click **Send** to send the file(s).
5. At the end of the data call, click the **Hang up** button.
6. Choose **Close Terminal** in the File menu to exit the HotFax MessageCenter Terminal.

RECEIVING DATA

To receive a data file:

1. Click the **Terminal** tool in the Command Console. The HotFax MessageCenter Terminal displays.
2. Either dial or answer the data call:
 - **Dial:** To dial a number previously entered in the phone book, click the **Book** tool, then choose the number. Otherwise, choose **Keypad Dial** in the Connect menu, use your mouse or keyboard to enter the data number, then click **OK**.
 - **Answer:** By default, HotFax MessageCenter is set up to detect and answer incoming calls. If HotFax MessageCenter does not answer when the phone rings, choose **Answer** in the Connect menu to pickup an incoming call.
3. When HotFax MessageCenter makes a data connection, click the **Recv File** button, then select the filename and/or folder location for your received file(s) in the Enter File Name to Receive dialog box.



Choose same protocol as remote site

4. Click **Receive** to receive the file(s).
5. At the end of the data call, click the **Hang up** button.
6. Choose **Close Terminal** in the File menu to exit the HotFax MessageCenter Terminal.

Technical Support

In the unlikely event you encounter a problem using HotFax MessageCenter, refer to this section for troubleshooting suggestions that will allow you to identify and resolve the problem. This section also contains information for contacting Smith Micro Software Technical Support.

TROUBLESHOOTING TIPS

Troubleshooting tips are provided for the following types of potential problems:

- Fax
- Voice
- Data

FAX TROUBLESHOOTING

HotFax MessageCenter is not able to connect or receive faxes from remote fax sources.

- Your modem may not be compatible with the specific fax machine or modem to which you are attempting to connect. Contact the modem manufacturer to determine if there is a known issue.
- Some fax machines cannot manage certain Fax IDs. For example, some fax machines require only numbers as the Fax ID, while others require only upper case or no spaces. Your Fax ID can be changed in the **Receive Fax Setup** dialog box.

Faxes are being transmitted at a lower speed than the one selected for your modem (i.e., you have a 14,000-capable modem, but your faxes are being sent at 9,600).

- Your modem cannot connect at the faster speed when there is poor line quality, speed limitations of the receiving fax hardware, or a hardware incompatibility.

The sent fax comes out squashed or elongated.

- The fax was sent using a different resolution than when the fax was converted. Ensure that the resolution setting is the same for both cases.

When you view a received fax, there appear to be missing lines, garbage, or "bar code."

- Your modem may be incompatible with the sending hardware.
- There may have been a bad connection for the call.

The Fax Viewer will not read a fax file.

- Re-create the fax file from the original graphic or document.
- Have the sender resubmit the fax.

Laser printers will not print using a high resolution.

- The printer does not have enough internal memory to store the entire page at high resolution. More memory must be added to the printer or a lower resolution must be used during printing.

Graphic files come out very large after conversion.

- The graphic files are saved at either a very high resolution or low resolution. This mostly occurs in scanned graphic files that were scanned at unsupported resolutions. Graphics should be scanned at resolutions ranging from 100 to 200 dots per inch.

Faxes sent to an e-mail address are not being delivered.

- Make sure you have set the proper SMTP server name. Verify the SMTP server name with your ISP or LAN administrator.
- Connection to the Internet is not available
- The SMTP server may be temporarily down.
- An incorrect recipient e-mail address was used.

VOICE TROUBLESHOOTING

Voice recordings sound garbled when played.

- Try recording your messages using a different input device.
- Change the message quality option under **Voice Setup** to a higher quality option.

Using the speakerphone, I can't hear the person I called or they can't hear me.

- Speakerphone is a feature of the modem, so it is necessary to have your speakers and microphone connected to your modem's Speaker and Mic jacks rather than through the sound card.

Alternatively, you can connect a patch cable between the Speaker jack of your modem and the Line In jack of your sound card. You will then want to un-mute the Line In Balance of the Volume Controls in your system and adjust accordingly. Using a patch cable is not the ideal method and is not guaranteed to function in every situation.

DATA TROUBLESHOOTING

You cannot communicate with your modem, or you receive garbage characters in the Terminal.

- The COM port and/or IRQ used by your modem are also being used by another serial device installed in your computer. Move the modem to a different COM port.

When you type a character in the Terminal, it appears twice or not at all.

- HotFax MessageCenter has its Local Echo feature turned on and the modem's echo feature is also turned on. Turn off Local Echo under **Terminal Setup**.

You cannot hear the modem dial or connect.

- Add **MIL3** to the end of your Initialization String under the **General** tab of **Modem Setup**.

CONTACTING TECHNICAL SUPPORT

If the troubleshooting suggestions above do not help you resolve your communications problems, please contact Smith Micro Software Technical Support. We have an extensive knowledge base on our web site.

SUPPORT KNOWLEDGE BASE

Smith Micro maintains an extensive support knowledge base on the web. Here you will find answers to all of your HotFax MessageCenter technical questions. You can also submit new questions from here and receive e-mail responses.

Our Knowledge Base also provides a list of Frequently Asked Questions (FAQ):

- Open the HotFax MessageCenter **Help** menu, then choose **SmithMicro on the Web** followed by **Frequently Asked Questions**.

FAX OR E-MAIL SUPPORT

Additionally, technical questions can be submitted via fax or e-mail.

WWW: <http://www.smithmicro.com>

E-mail: hfmcc@smithmicro.com

FAX: (949) 362-2399

WHERE TO GO FROM HERE?

We hope you enjoy using HotFax MessageCenter. If you want to learn more about other products from Smith Micro, visit us at our web site: www.smithmicro.com.